


REVISION B



Developing and Maintaining Office of Safety and Mission Assurance Headquarters Office Work Instructions


Michael A. Greenfield, Ph.D.
Acting Associate Administrator for
Safety and Mission Assurance

February 1, 2002
Date

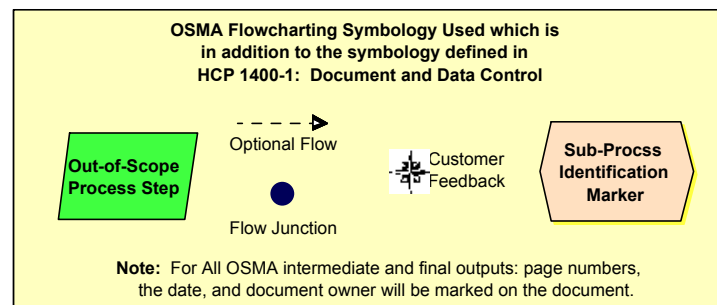
DOCUMENT HISTORY LOG

Status (Draft/ Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		January 10, 2000	
Revision	A	April 14,2000	Added new reference 4.2; Editorial corrections to flowchart in section 5, and steps 6.01, 6.02, 6.05, 6.06, 6.07, 6.10, & 6.11.
	B	February 2, 2002	Added customer list, customer feedback to sections 5 and step 6.08. Added second checksheet to Appendix A. Other minor editorial changes.

HQOWI Author: QS/John W. Lyver, IV

OSMA Staff Member Responsible for this HQOWI: QS/John W. Lyver, IV

Customers for this HQOWI: Internal: AA/SMA
External: none



1. Purpose

The purpose of this Office of Safety and Mission Assurance (OSMA) Headquarters Office Work Instruction (HQOWI) is to document the process for the development and maintenance of OSMA HQOWIs. This HQOWI serves as an example of OSMA HQOWI format. Additionally, this OSMA HQOWI specifies the Quality Records associated with maintaining OSMA HQOWIs.

2. Scope and Applicability

This OSMA HQOWI is applicable to all members of the OSMA staff responsible for HQOWI development or maintenance.

3. Definitions

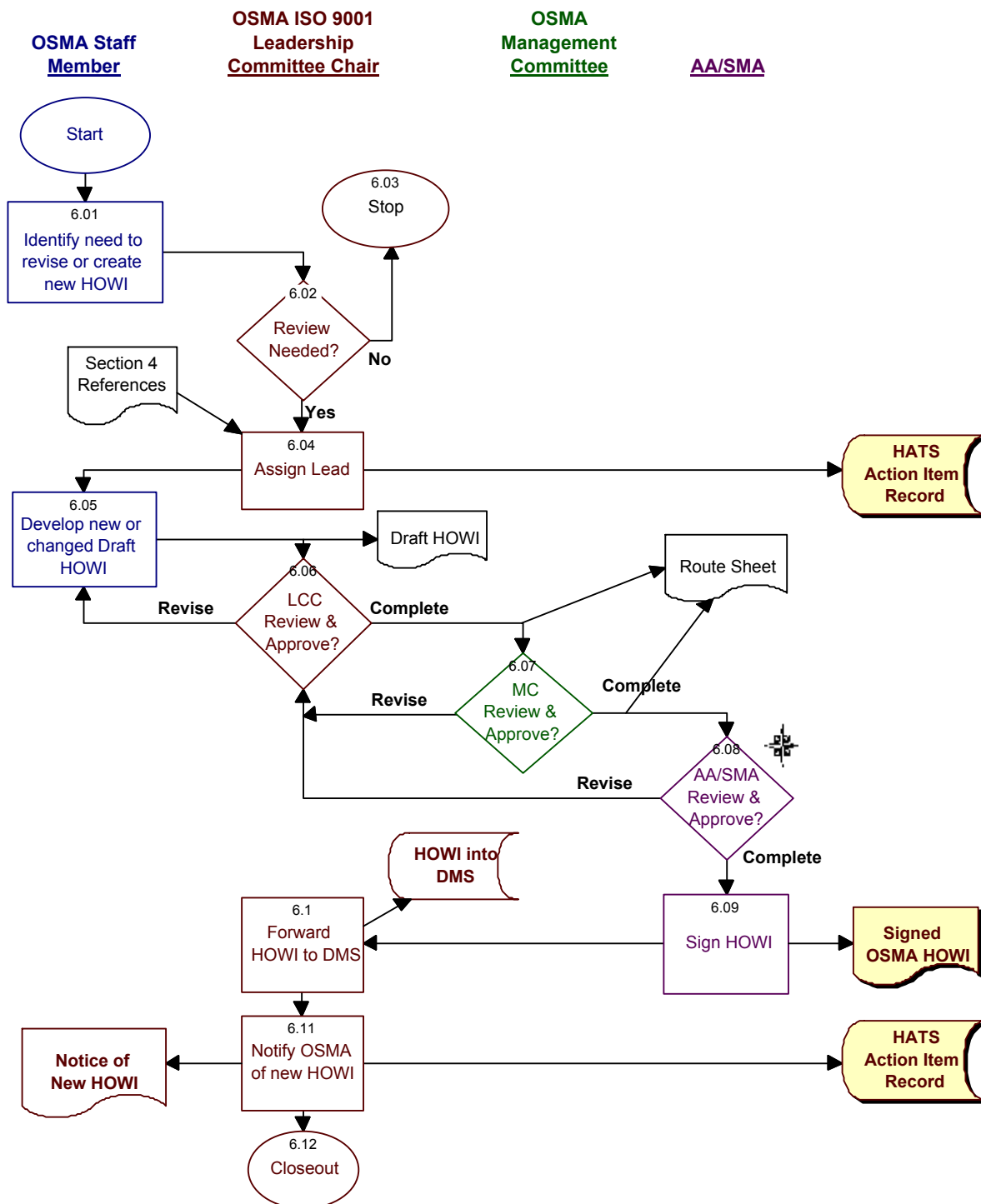
- 3.1. AA/SMA: Associate Administrator for Safety and Mission Assurance
- 3.2. DMS: NASA Headquarters Document Management System
- 3.3. HATS: NASA Headquarters Action Tracking System
- 3.4. OSMA ISO 9001 Leadership Committee (LC): A committee made up of representatives from each OSMA Division/Office (QE, QS, Q-1, and the OSMA Admin Group) and is chaired by the OSMA lead for ISO 9001. The Committee is responsible for identifying the processes needed to fully develop OSMA's ISO 9001 Quality Management System.
- 3.5. OSMA ISO 9001 Leadership Committee Chair (LCC)
- 3.6. OSMA Management Council (MC): A committee made up of the managers from the OSMA Division/Offices and is headed by the Deputy AA/SMA.
- 3.7. OSMA Staff: The NASA employees who are a part of the OSMA at NASA Headquarters.

4. Reference Documents

The documents listed in this section are used as reference materials for performing the processes covered by the Quality Management System (QMS). Since all NASA Headquarters Level 1 (QMS Manual) and Level 2 (Headquarters Common Processes) documents are applicable to the QMS, they need not be listed in this Section unless specifically referenced in this OSMA HQOWI.

- 4.1. [NPD 8700.1: NASA Policy for Safety and Mission Success](#)
- 4.2. [HCP 1400-1: Document and Data Control](#)

5. Flowchart



6. Procedure

6.01 OSMA Staff Member Identify Need to Revise or Create New HQOWI:

Any OSMA Staff member may identify the need to create a new HQOWI or revise an existing HQOWI. The staff member brings the need to the attention of their Division Director or the OSMA ISO 9001 Leadership Committee Chair (LCC) (the OSMA staff member leading the ISO 9001 efforts within OSMA). Perceived need for an HQOWI can come from a wide variety of sources.

6.02 OSMA LCC Review Needed?

The OSMA ISO 9001 LCC will review the need for HQOWI with OSMA management and the OSMA Staff Member identifying the need to either validate or clarify the perceived need. This determination will be based on the current status of OSMA procedures and interfaces and the LCC's professional knowledge of ISO 9001.

6.03 OSMA LCC Stop:

If the LCC determines that the new HQOWI or the changed HQOWI is not needed then the process is stopped.

6.04 OSMA LCC Assign Lead:

If the need is verified, the LCC will assign an action to develop/change the HQOWI to an OSMA Staff Member. The assignment *may* be entered into the Headquarters Action Tracking System (HATS) using HQOWI 1450-Q027. The LCC will discuss the needed HQOWI with the assignee to ensure that the assignee understands the process and documentation required with OSMA HQOWIs. The procedures and guidance for developing OSMA HQOWIs can be found in HCP 1400-1. The OSMA HQOWI must also be in compliance with NPD 8700.1 and associated NASA policies and procedures. This HQOWI serves as the style guide for OSMA HQOWIs.

6.05 OSMA Staff Member Develop New or Changed Draft HQOWI:

The Assignee prepares a draft HQOWI for the LCC and includes any other supporting documentation necessary for the LCC to make a decision on the HQOWI. Examples of supporting documentation used by OSMA can be found by reviewing the Appendices of the other OSMA HQOWIs.

6.06 OSMA LCC LCC Review & Approve?

The LCC reviews the draft HQOWI for completeness and compliance with NPD 8700.1 and HCP 1400-1. The LCC asks selected OSMA LC member(s) to review the Draft HQOWI based on their expertise. The LCC reviews the change in OSMA staff member workload caused by the Draft HQOWI with the affected Division Director(s) if necessary and reviews the draft HQOWI against other HQ ISO 9001 guidance (i.e.; HQ Quality System Manual, HQ Common Procedures), integration with other HQOWIs and NASA Policy documentation. The OSMA LCC works with the Assignee(s) to complete the Draft HQOWI. When the Draft HQOWI is complete, it is forwarded to the OSMA Management Council (MC) with a route sheet. If it is incomplete, the LCC returns the draft HQOWI to the Assignee for more work.

6.07 OSMA MC MC Review & Approve?

The OSMA MC reviews the draft HQOWI for adequacy against the needs and resources of the OSMA. The route sheet is updated. If the draft HQOWI is complete, it is forwarded to the Associate Administrator for Safety and Mission Assurance (SMA) (AA/SMA) for signature. If the OSMA MC determines that the draft is not complete, the draft is returned to the LCC for further work.

6.08 AA/SMA AA/SMA Review & Approve?

The AA/SMA reviews the draft HQOWI for acceptability as a part of OSMA operations. When the HQOWI is complete and acceptable, the AA/SMA signs the HQOWI. If the draft is not ready for signature, the draft is returned to the LCC for further work. (Internal Customer Feedback).

6.09 AA/SMA Sign HQOWI:

The AA/SMA signs the HQOWI and returns the package to the LCC.

6.10 OSMA LCC Forward HQOWI to DMS:

The LCC files the newly signed HQOWI in the OSMA HQOWI files. In accordance with HCP 1400-1 and NASA HQ Document Management System (DMS) operating procedures, the HQOWI is forwarded to the DMS system manager for uploading.

6.11 OSMA LCC Notify OSMA of new HQOWI:

The LCC notifies the OSMA staff that there is a new OSMA HQOWI. The LCC can notify OSMA via E-Mail, weekly OSMA standup, via training or any combination needed. The original signed HQOWI is placed in the LC files as a Quality Record. The HATS Action is recommended for closure per HQOWI 1450-Q027 and the update to the OSMA webpage.

6.12 OSMA LC Chair Closeout.

The process is closed after all records are filed.

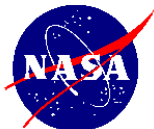
7. Quality Records

Record ID	Owner	Location	Media Electronic /hardcopy	Schedule Number & Item Number	Retention & Disposition
Signed OSMA HQOWI	LCC	OSMA HQOWI Files	Hardcopy	Schedule: 1 Item 72.C	Retire to FRC 1 year after being superceded then NARA when 20 years old
HATS Action Item Record	HATS Admin	W/in HATS	Electronic	Schedule: 1 Item 78.C	Retain as long as has reference value then delete

Appendix A: OSMA HQOWI Revision Sheets

Sheet 1: HQOWI Review Routing Sheet

Sheet 2: HQOWI Review Sheet



Office of Safety and Mission Assurance
HQ Office Work Instruction Review Routing Sheet



HQOWI _____ - Q _____ Proposed Revision _____

Author Review: _____ initials: _____ dated: _____

_____ initials: _____ dated: _____

After review, Please return to John Lyver.

OSMA LC Review: _____ initials: _____ dated: _____

After review, Please return to John Lyver.

OSMA Management Review:

Division Responsible: _____ initials: _____ dated: _____

After review, Please return to John Lyver

Final Review:

Deputy AA/SMA Review: _____ initials: _____ dated: _____

AA/SMA Review: _____ initials: _____ dated: _____

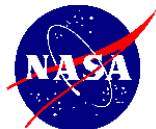
After review, Please return to John Lyver for preparation of signature copy.

Final Processing Tracking:

Date signed by AA/SMA: _____

Date OSMA Website updated: _____

Date forwarded to DMS: _____



Office of Safety and Mission Assurance
ISO 9001:2000 HQ Office Work Instruction Review Sheet



HQOWI _____ - Q _____ Revision _____

HQOWI Author: _____

Question #1: Is this HQOWI Still Needed? Yes ☐ No ☐

Question #2: Who is the customer(s) of this HQOWI? _____

Question #3: Page 2: Are the Author & Rep Correct? Yes ☐ No ☐

Question #4: Section 4: Are References correct & Current? Yes ☐ No ☐

Question #5: Section 5: Flowchart represents reality? Yes ☐ No ☐

Question #6: Section 5: Mark steps where measure Customer feedback & Satisfaction

Question #7: Section 5: Flowchart shows a continual improvement? Yes ☐ No ☐

Question #8: Section 6: Text explains flowchart? Yes ☐ No ☐

Question #9: Section 7: Current Quality Records? Yes ☐ No ☐

Question #10: Section 7: Are records being stored/kept/disposed like listing on chart?

Question #11: Appendices: Changes/Additions/Deletions needed? Yes ☐ No ☐

Question #12: Changes marked in HQOWI ? Yes ☐ No ☐

After review, Please return to John Lyver for preparation of draft revision of HQOWI.